



TEXAS DEPARTMENT OF HEALTH  
AUSTIN TEXAS  
INTER-OFFICE

#03- 081

**TO:** WIC Regional Directors  
WIC Local Agency Directors

**FROM:** Barbara Keir, Director (Original Signed)  
Division of Public Health Nutrition and Education  
Bureau of Nutrition Services

**DATE:** August 1, 2003

**SUBJECT:** Formula Redemption Problems

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The State Agency (SA) is attempting to identify the most common problems encountered by participants and vendors when participants attempt to redeem their formula vouchers. To accomplish this, we are requesting that you document all formula redemption problems reported to you by both participants and vendors on the attached form, *Formula Redemption Problems*.

Please distribute the attached form to each of your clinics and ask your staff to document all problems occurring between August 1<sup>st</sup> through August 31, 2003. Have each clinic fax the completed logs to Paula Kanter, Clinical Nutrition Specialist, at (512) 458-7446 by **Monday, September 8, 2003**. The information collected from all local agencies will help the SA improve guidance and training to our WIC vendors.

If you have questions or require additional information, please contact Paula Kanter, Clinical Nutrition Specialist, Bureau of Nutrition Services, at (512) 458-7111, extension 3528, or [paula.kanter@tdh.state.tx.us](mailto:paula.kanter@tdh.state.tx.us).

Attachments

